

Votenza Upgrade

September 18th, 2020



Enhancements

Customer Profile — Now when customer texts back, the cell number the customer texted from will be included in the comment trail. This is to help you identify if a customer is texting from a different number than the one in their customer profile.

Customer Profile Appointment Page — When setting or canceling an appointment the page will refresh and stay on the appointment page, allowing you to stay in the customer profile.

Date	Time	Employee	Contact		Comment History
					Comment
09/15/2020	01:52 PM	Wright, Sarah	Text In	View Text	New text received from customer From Number: 757-472-5356 Message: Hi how are you I would like to buy a vehicle.
09/15/2020	01:52 PM	Wright, Sarah	Text Out	View Text	New Text Sent By: Sarah Wright Message: hello there
09/15/2020	01:54 PM	Wright, Sarah	Phone Change		Customer's Cell Phone Changed from 7574225356 to 7574725356

Quick Details	Full Details	Vehicle Details	Follow Up	Vehicle History	Appointment Details	Comments/Reminders
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Existing Appointment

Date	Time	Employee
9/15/2020	7:45 AM	Wright

Confirm Appointment

Appointment Information

Desk Log **Test 7**
Date 09/15/2020
Time 7:45 AM

Assigned To

Salesperson **Wright, Sarah**
Manager

Scheduler

Scheduled By **Wright, Sarah**

Appointment Source

Phone Showroom Cold Call equityAccelerator
 Biz Dev Internet Email Link

Appointment Comments

Reason for Canceling Appointment

Cancel Appointment

Update Appointment

Update Appt - Send Text Reminders



Questions? Call or Email Support (757) 422-3600 support@votenza.com